

# **IVH Admissions Kaizen Event Report Out**

By: Blue Card Special

October 6, 2006

IVH Kaizen Event  
October 2 – 6, 2006  
Blue Card Special

# Team Members

**Jim Scott, Guidon Consultant**

**Rhonda Hamblin, Admissions**

**Robin Richardson, Medicare**

**Kristy Kelley, Nursing**

**Shauna Callaway, Nursing**

**Teresa Bartusek, Nursing**

**Jeanie Knode, Nursing**

**Susan Wilkinson, Heinz Hall**

**JoAnn Masterson, Res/Fam**

**Melissa Bruhl, MD, Med. Svcs.**

**Sandy Hogle, MMSC**

**Ann Hogle, Performance Improvement**

**Doug Freeman, Admissions**

**Jodi Sleaford, Admissions**

**Deb Rubenbauer, Nursing**

**Fern Steward, Nursing**

**Rose Kramer, Nursing**

**Rhonda Casey, Nursing**

**Cassandra Meling, Nursing**

**Doug Moberly, Res/Fam**

**Denise Smoldt, Laundry**

**Cathy Manning, Recreation**

**Jim Elliott, Performance Improvement**

# Scope - Fern

- Address the admission process from the point the application is submitted to the Admissions Committee through the end of the first 24 hours.

# Objectives - Casey

1. Compete more effectively with outside long-term care facilities.
2. Simplify the admissions process to gain a competitive advantage
3. Implement the principles of resident-centered care to make the resident's admission a smooth transition to IVH.

# Objectives

4. Be more responsive to the needs of veterans currently in need of urgent placement.
5. Better bed placement through improved pre-screening and internal communication.
6. Develop a standard for the amount of time from the point of time that the bed becomes available until it is filled.

# Goals - Shauna

1. Reduce the amount of days between scheduled and admit by 50%. 10 days instead of 20 days.
2. Ask 100% of all perspective residents when they would like to be admitted.
3. 100% urgent bed placements requests will be met.
4. Reduction of admissions forms by 50%.

# Kaizen Methodology - Robin

- Identify clear objectives
- Team process
- Tight focus on time
- Quick & simple
- Necessary resources immediately available
- Immediate results (new process functioning by end of week)
- 5S “mindset”, use the steps to support the event activities – sort, set in order, shine, standardize, sustain

# Current Process – 149 Steps - Doug

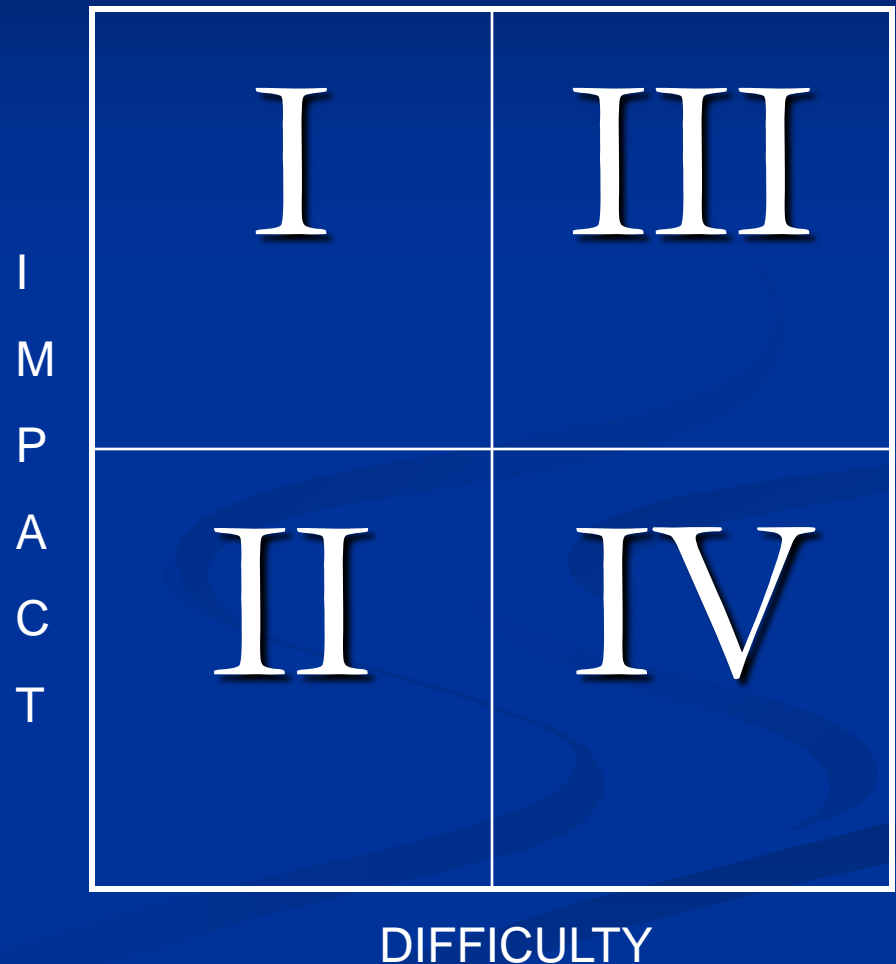
# Brainstorming Common Themes

## - Jodi

- Minimize paperwork on first day
- Create space for reception area
- Decrease number on Admissions Committee
- Make home visits
- Seek staff buy-in
- Develop standard work around pre-admission calls
- Scan application as soon as received

# De-selection Process

- Identifies
  - Impact to customer
  - Difficulty implementing
- Helps to rate/rank solutions to resolve issues while identifying ease of implementation



# Results - Cathy

<b>Resident Admissions</b>	<b>Current Process</b>	<b>New Process</b>	<b>Difference</b>
Value added steps	3	3	0
Total Steps	149	58	62%
Number of Decisions	14	5	65%
Number of Delays	14	2	86%
Number of handoffs	44	15	66%

# Homework – Doug & Cathy

Item	Description	Person Responsible	Due Date
1	Standardize Approach to Applicant call	Doug M. Rose	11/1/06
2	Revise Policy 250 & 251 re: Personal Property	Susan Denise Casey	11/15/06
3	Reduce forms in Admissions Packet	Rhonda Doug F. JoAnn	11/1/06
4	Flexible Unit Admit Schedule/Admissions Policy revision	Susan Cathy Doug F	11/1/06
5	Personal Functional Assessment Reduction	Deb Shauna	11/1/05

# Homework

Item	Description	Person Responsible	Due Date
6	Survey	Jim Ann	1/1/07
8	Digital camera purchase request	Doug F.	10/20/06
9	Communication Plan	Doug F. Rhonda	10/17/06
10	Communication Plan to Department Meetings	All Team Members	11/1/06

# **Team Member's Experience**

## **Denise, Cassondra, Rose, JoAnn**

# Jim Scott

## Closing Comments

**We welcome your  
questions and comments!**